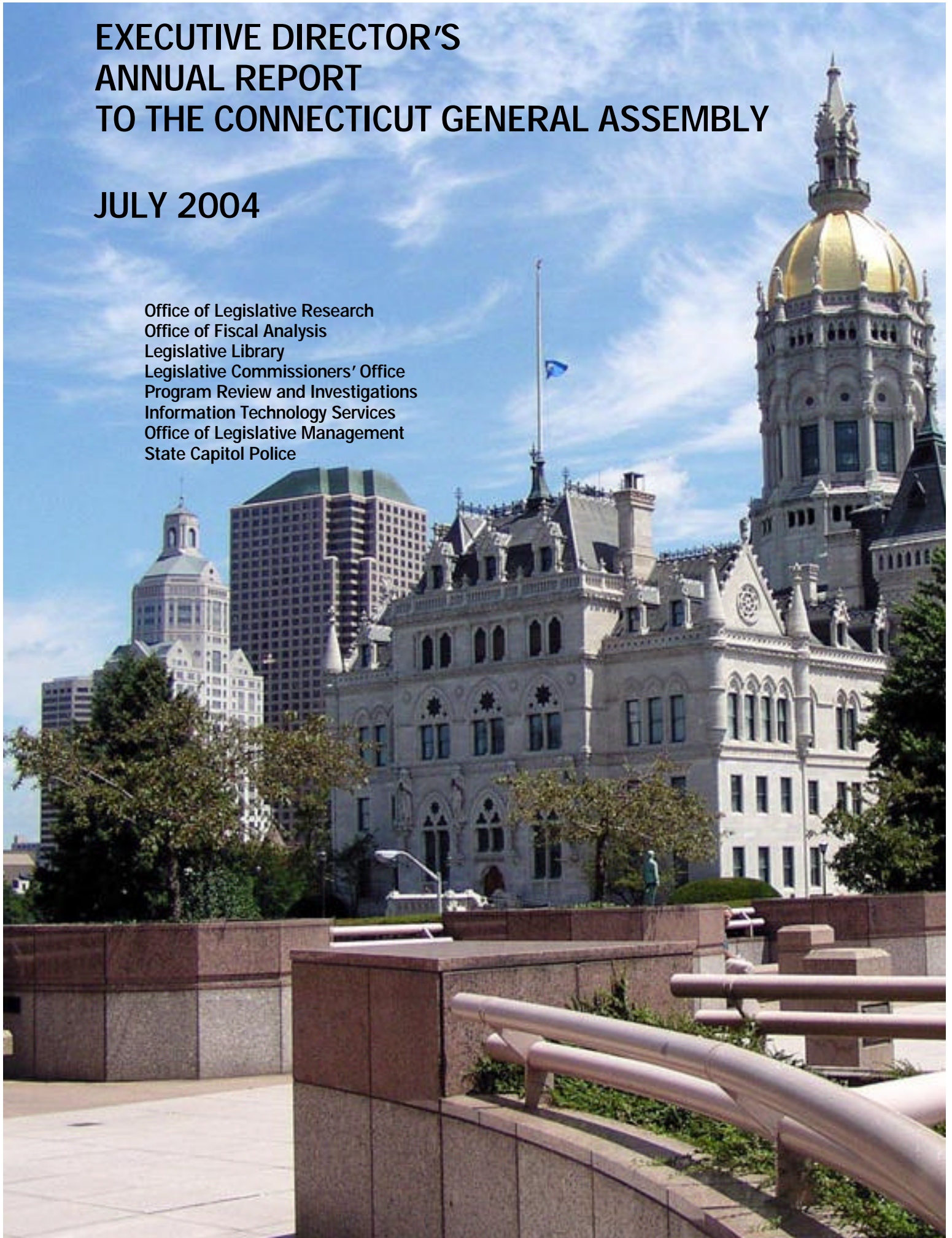


EXECUTIVE DIRECTOR'S ANNUAL REPORT TO THE CONNECTICUT GENERAL ASSEMBLY

JULY 2004

Office of Legislative Research
Office of Fiscal Analysis
Legislative Library
Legislative Commissioners' Office
Program Review and Investigations
Information Technology Services
Office of Legislative Management
State Capitol Police



July, 2004

Dear Members of the General Assembly,

Some of our nonpartisan offices experienced a significant infusion of new blood this past year due to the filling of (60% of) the nonpartisan positions left vacant due to last year's early retirement incentive program (ERIP). Notably among these are OFA, OLR, and (most recently) Program Review. We welcome our new recruits, some of whom were on board and making important contributions during the recent legislative session. That "baptism by fire" went a long way to render them our newest seasoned veterans!

The second half of this past fiscal year witnessed the creation and operation of the House Select Committee of Inquiry to consider whether grounds existed to recommend the impeachment of Governor Rowland. Nonpartisan staff worked closely and efficiently with this bipartisan committee to identify, design, and furnish public space for the committee's meetings and hearings and office space for its staff consultants in the Capitol building (OLM); provide wiring, equipment, and technical support for necessary telecommunications and information technology services (ITS); conduct preliminary research on the history of impeachment law and relevant experience in the 50 states (OLR); provide the committee's legal consultants with legislative histories on pertinent Connecticut statutes and other resources (Legislative Library); and ensure the maintenance of decorum and order during the committee's public events (Capitol Police). A group of LCO and OLR attorneys is currently working with bipartisan House counsel and with ITS assistance to review for public release under the Freedom of Information law the half million pages of documents the committee collected and considered during its six-month tenure.



As our previous annual reports have done, this one identifies some specific examples of interoffice cooperation that occurred during the past year. I am proud to say that these are illustrative of the pervasive culture of collaboration and teamwork that has come to characterize our nonpartisan staff service.

As you review this report of our activities during the previous year, please make a note of any questions or comments you may have about our service and contact me. Your feedback is crucial to our continued improvement. We are honored to serve the legislature and look forward to continuing our work for you.

Sincerely,

D'Ann Mazzocca

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2004 GENERAL ASSEMBLY AT A GLANCE



Representatives – 151

- * Men – 104

- * Women – 47

Senators – 36

- * Men – 28

- * Women – 8

Democrats – 116

Republicans – 71

EMPLOYEES

Permanent Employees – 394

- * Partisan – 182

- * Non-partisan – 212

Sessional Employees – 160 (47 during interim)

REGULAR SESSION LEGISLATION

Senate Bills – 633

House Bills – 692

House Joint Resolutions – 155

House Resolutions – 32
Senate Joint Resolutions –33
Senate Resolutions- 29
Total Bills- 1,325
Called Amendments – 401
Uncalled Amendments – 1,489
Files – 714
Public Acts – 258
Special Acts – 9

COMMITTEES -- 27

Public Hearings – 151
Meetings – 232
Votes – 1,621

SESSIONS

House Sessions - 63

- * 19 regular
- * 44 technical

Senate Sessions -- 60

- * 16 regular
- * 44 technical

Roll Call Votes

- * House - 392
- * Senate –510

Voice Votes

- * House -- 396
- * Senate – 159

INTEROFFICE COLLABORATION



THE COMBINED FISCAL NOTE/BILL ANALYSIS (FN/BA)

OLR and OFA worked together to expand the use of combined fiscal notes and bill analyses, writing them for selected Transportation and Finance, Revenue and Bonding Committee bills. The combined FN/BA provides a summary of the fiscal impact and the legal effect of each section of a bill, particularly useful for legislators and staff confronting a lengthy bill that addresses a number of diverse topics. The idea for the combined document stems from the “annotated agendas” OLR and OFA traditionally prepare for the Finance Committee.

The section-by-section presentation gives committee members the flexibility to break down multipart bills by placing relevant analytical and fiscal information about each section side-by-side, eliminating the need for legislators to refer to separate documents. It also imposes a common organizational structure on the bill, the fiscal note, and the bill analysis. Finally, it reduces duplication of effort by eliminating overlapping descriptions and allowing OFA and OLR to concentrate on their respective areas of expertise. Combined fiscal note/BAs could be helpful to legislators and staff considering large, omnibus bills reported by other committees, and we expect to expand this application.

WORKING WITH PROGRAM REVIEW AND INVESTIGATIONS (PRI)

It has long been PRI policy to contact the other non-partisan offices to provide them with key committee documents and inform them of study-related meetings. Considerable communication and interaction takes place among staff

offices on certain PRI study subjects. Currently, OFA and PRI are proceeding to formalize their collaboration on program and budget data to enhance information provided to the legislature.

In its 2003 study of the state budget process, program review staff was assisted by OFA and OLR staff through use of documents prepared by those offices and discussions about the process. When program review staff visited a workforce development site for a case study on the use of performance measures, OFA and OLR staff accompanied them to gain a better understanding of the program.

As a group, PRI, OFA, and OLR staff provided background information about prescription drug issues to caucus staff.

2003 BIENNIAL LEGISLATIVE ETHICS CONFERENCE

In conjunction with the Ethics Commission and the Humanities Council, OLM, OLR, and LCO organized this conference in December 2003 for legislators and legislative staff. LCO recommended and recruited the speaker/facilitator and worked with her and legislators in developing the program.

MEDICAL MALPRACTICE

In a concentrated intra- and interoffice effort, LCO, OLR and OFA staff from the Insurance and Real Estate, Judiciary, and Public Health Committees joined Program Review and Investigations staff in providing professional services to the legislative Medical Malpractice Action Group. Working with the group through the summer and fall, and continuing in the 2004 session, staff produced considerable research and analysis and dozens of drafts of possible legislation to address the medical malpractice issue. Many of the legislative drafts were later incorporated into a single bill, which was ultimately passed by both chambers but vetoed by the Governor.

COMPUTER IMPROVEMENTS

ITS provided for higher-speed access to the CGALITES network from remote locations and fully integrated our PeopleSoft Financial system and PeopleSoft Human resources system with the Executive Branch's implementation of PeopleSoft in their CoreCT project.

OFFICE OF LEGISLATIVE RESEARCH

Director: Mary Janicki

Mission statement: To help the General Assembly make policy and serve the public by providing accurate, timely and objective research, policy analysis, and assistance in the development of legislation.

Want to find out about laws in other states about medical malpractice or funeral processions? Do you wonder what happened to that public health bill that was so controversial a few years ago? Just what are a dog owner's rights when an animal control officer seizes Fido? Ask OLR. OLR analysts research any number of questions from legislators during the year and analyze hundreds of bills and amendments each session. Their easily understood summaries are relied on for accuracy by legislators, staff and the public.

The past year was one of change for OLR. In December 2003, the legislative leaders appointed Mary Janicki as the sixth director of OLR in its 34-year history and the third in the past five years. Mary, a 20-year OLR veteran, had been serving as acting director since the September 2003 retirement of Larry Furbish, the longest serving OLR staffer. Mary's appointment and the retirement of Jerome Harleston left some big shoes to fill. Mary had staffed the Government Administration and Elections Committee since coming aboard in 1984, and Jerome was the only OLR analyst to ever staff the Insurance Committee. Those shoes have been ably filled, however, through office reassignments and new hires.

OLR FELLOWS

Five law students got an early taste of *pro bono* work this year, volunteering to serve as OLR Fellows. The five fellows combined to write 33 reports, contributed to many others, and provided valuable assistance to staffers on such hot issues as medical malpractice and drunk driving.

The fellowship program provides experience in the legislative process to graduate students in law, government, public policy or public administration. The fellows, supervised by senior research analysts, write research reports, and attend public hearings, committee meetings, and floor debates.

STRATEGIC PLAN/FUTURES GROUP

OLR has begun implementing several of the recommendations made last year by the “Futures Group” that helped plan for OLR’s future office needs. For example, in hiring researchers, senior staff members who usually interview applicants were joined by researchers with expertise in the particular field the candidate was hired to fill. We also expanded our candidate search beyond the usual newspaper ads, posting an opening, in one case, at the University of Connecticut School of Law’s Insurance Law Center and the University of Hartford’s Insurance and Finance Program.



NOTEWORTHY

- * OLR provided significant preliminary research to the Select Committee of Inquiry. We wrote comprehensive reports on (1) the constitutional and statutory impeachment grounds and standards in the 50 states, (2) the burden of proof required in the 50 states, and (3) procedural histories of impeachments in other states. We prepared periodic updates of the committee’s activities for the members. Throughout the process, we provided legislative histories of certain statutory provisions and other historic and legal research for the committee’s legal counsel.
- * Director Mary Janicki, vice-chair of NCSL’s Research and Committee Staff Section’s Executive Committee, will begin a one-year term as chair in July.
- * Senior Attorney John Kasprak, a member of the NCSL and Annie E. Casey Partnership on Strengthening Families and Neighborhoods advisory committee, attended the committee’s February 2004 meeting in Denver.
- * Principal Analyst Kevin McCarthy made a presentation to legislators and staff on the electric transmission siting criteria bill, later enacted as PA 04-246.

FACTS & FIGURES

Research Reports

Number of Reports:	924
Total number of pages:	4,092

Requestors completed reports

	<i>No. of Reports Requested</i>
Democrats	573
Republicans	349
House	541
Senate	381

In addition to our formal research reports, OLR researchers answer thousands of informal requests for information from legislators and staff each year. Many of these requests are made by telephone, but we also receive requests through e-mail, at hearings and meetings, in the corridors, and on the lunch line.

Legislative Analysis

Bill Analyses	742
Public Act Summaries	323

2004 Major Public Acts: summarizes major legislation passed during the 2004 session, distributed on-line to all legislators.

2003 Acts Affecting: summaries of acts that affect specific groups of people or topics: Seniors, Municipalities, Veterans, the Environment, Children, and Housing. These are distributed to legislators, and are available on-line.

2003 Public Act Summaries: a perennial “best-seller.” Summarizes public acts passed in regular and special sessions each year. Copies are distributed to legislators, state agencies, town clerks, the State Library, local, state and federal organizations and the public. Copies are available on CD-ROM disks and on-line.

2003 Bill Tracking Report: a list of bills enacted under a different bill number or as part of a larger omnibus bill, with a follow-up report if necessary, listing bills from the regular session incorporated into implementer bills during a special session. Available on request and on-line.

OFFICE OF FISCAL ANALYSIS

Director: Susan Shimelman

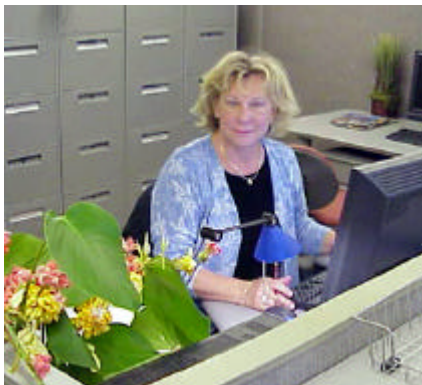
Mission statement: To provide the General Assembly with independent, accurate and timely fiscal information to help it make budgetary decisions and assess the fiscal impact of legislation under consideration. The mission is accomplished in a professional, nonpartisan manner.

OFA analysts are the number crunchers of the non-partisan staff – the people you and your friends turn to at a restaurant when it comes time to divide the bill and compute the tip. More importantly, they're the people legislators and staff depend on for independent, accurate, and timely information when it comes time to make budget decisions and assess the fiscal impact of legislation.

Although OFA provides support to all legislators and the substantive committees of the General Assembly, its primary responsibility is to assist in budget and tax formulation with the Appropriations Committee (including 13 subcommittees) and the Finance committees (including the Bonding subcommittee).

During the 2004 session, OFA staff:

- * analyzed the Governor's budget recommendations;
- * helped the Appropriations Committee and the Finance, Revenue and Bonding Committee and their subcommittees formulate legislative budget recommendations;
- * monitored FY 04 revenues and expenditures and helped legislative leaders and fiscal chairs make final legislative budget adjustments for FY 04 and FY 05; and
- * produced a Budget Highlights document explaining important aspects of the Revised FY 05 Budget (PA 04-216, HB 5692) which totals \$14.3 billion.



FISCAL ANALYSIS OF LEGISLATION

OFA must issue an analysis (fiscal note) of the cost or revenue impact of each favorably reported bill, each bill as amended, and all amendments to bills. OFA prepared fiscal notes on over 630 bills, 170 bills as amended, and 2,100 amendments.

OTHER FISCAL ANALYSES

In 2003-04, OFA staff also reviewed and analyzed:

- * Governor's allotment reductions announced in December 2003 totaling \$12.1 million
- * 24 transactions (totaling \$98.7 million) for four Finance Advisory Committee meetings
- * 197 agenda items (totaling \$1.15 billion) for nine Bond Commission meetings
- * 104 items for 11 Regulation Review Committee meetings

PUBLICATIONS

OFA regularly publishes reports on state spending, capital expenditures, and revenues. This tradition continued last year with the issuance of the following.

Title	Issued
Highlights of the FY 05 Revised Budget (Including Statutory Formula Grants)	May 2004
FY 05 Appropriations Committee Report	March 2004
Supplemental Analysis of the Governor's 2003-2005 Midterm Budget Adjustments	February 2004
Synopsis of the Governor's FY 2004-2005 Midterm Budget Adjustments	
FY 04 - FY 06 General Fund and FY 04 - FY 09 Transportation Fund Budget Projections	January 2004
Overview of the State's Revenues and Expenditures	January 2004
Grant Information Sheets	January 2004
Federal Medicare Prescription Drug Improvement and Modernization Act of 2003 Report	
Fiscal Forecasts	November 2003
OFA Budget Book	November 2003
FY 04 General Fund and Transportation Fund Budget Projections	November 2003
Year-End Analysis of the FY 03 General Fund and Transportation Fund Budgets	
Statutory Formula Grants	October 2003
2003 Fiscal Note on Appropriations Act	August 2003
2003 Fiscal Note Compilation	August 2003

LEGISLATIVE LIBRARY

Chief Librarian: Susan Southworth

Mission statement: To provide professional, nonpartisan assistance to General Assembly members and staff by identifying, acquiring and disseminating information resources relevant to legislative functions, developing and maintaining appropriate bibliographic tools, educating users in the research process, and responding to changing information technology.

To casual visitors, curious reporters, and legislators and staff on tight deadlines, the legislative librarians are often the most visible and approachable researchers on the fifth floor. They need to be able to quickly retrieve a copy of federal regulations released this morning, or a statute the legislature passed in 1823. Their phones constantly ring with questions from staff and the public, and they provide invaluable assistance to people who need to find out, right now, the youngest member ever elected to the legislature, the reasons a portion of Rt. 44 was dedicated to a fallen police officer 50 years ago, and the location of Connecticut's World War II "boxcar" and its contents. (FYI, the "Merci boxcar," filled with gifts, was presented to each state as a token of French appreciation for liberation).



Highlights of FY 2003-04 reflect inter-office collaboration, technological innovations, and adding to the library's collection.

COLLABORATION

- * We continued our involvement with the Intern program by conducting several research seminars for them during the first weeks of their

orientation. We then helped them answer the portion of our research test that requires hands-on use of basic legislative resources. Grading each of their 100 papers is labor intensive but, since this aspect of the program has consistently ranked highly on the intern evaluations, we believe it is worth continuing.

- * Collecting resources and conducting specific bipartisan research for the Select Committee of Inquiry from its creation in January through its conclusion has been an important and time-consuming function.
- * We continued the collection of submitted, written committee hearing testimony this session, but with mixed results. We have streamlined our processing system to save time, but have not yet achieved the level of participation needed to prove the program's value to staff.

TECHNOLOGY

- * We continue to add to our collection of legislative histories, determining their long-term usefulness for specific legislative intent as we receive them, and frequently scanning them into electronic format from our microfiche holdings.
- * Indexes and full text of Office of Legislative Research Selected Reports 1980-1991 have been scanned onto compact disc by the staff of the Copy and Supply Center, allowing us to discard our paper copies as well as provide a copy of the disc to the State Library.

COLLECTION DEVELOPMENT

- * The library actively monitors agency and task force reports, most of which are mandated by legislation. Each year more reports are added or modified -- 105 in 2003 alone. These reports are some of our most heavily relied upon documents. Identifying and retrieving copies of these reports is a vital function, but a heavily labor-intensive one made no less easy by the Governor's Executive Order 30, reducing state agencies' ability to publish reports in hard copy.

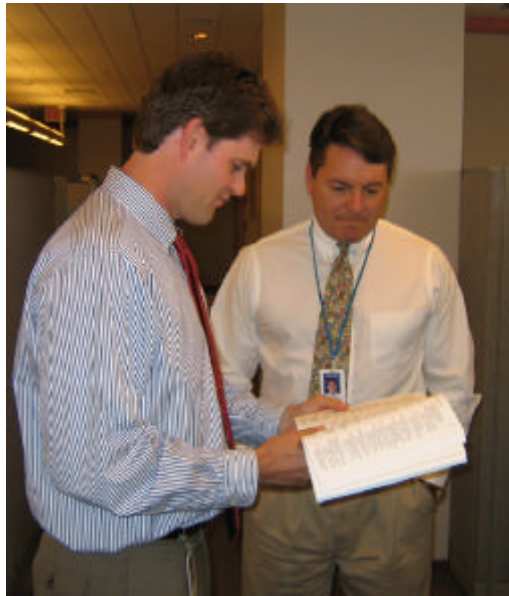
2003-2004 STATISTICS

Reference questions	6,520
Items catalogued and classified	600
Periodicals tables of contents routed	5100

LEGISLATIVE COMMISSIONERS' OFFICE
Max Case and Robert G. Gilligan, Legislative Commissioners
Director: Marcia Goodman

Mission statement: To serve legislators and other officials by drafting legislation that expresses legislative intent in clear, concise, and constitutionally sound language, providing legal counsel, publishing legislative documents, and carrying out all other duties assigned by law to the office.

Little would get done during a legislative session without the talents and dedication of LCO's 21 attorneys and 14 administrative staff people. Their ability to craft detailed legislation on complex issues, to seamlessly incorporate dozens of last minute changes, and to draft thousands of amendments, each session day - and many, many long session nights – makes everything else possible



HIGHLIGHTS

- * **Bill Drafting** - Text of all bills and amendments drafted in the 2004 regular session totaled more than 23,000 pages- a stack of paper nearly eight feet high.
- * **Updated Internet/Intranet Sites** - LCO launched its new Internet/Intranet sites in April. The new sites are easy to navigate and contain updated information on personnel and office organization as well as links to LCO publications and important reference tables.
- * **Bar Coding Favorably Reported Bills** - LCO expanded the bar coding process, used for amendments, to favorably reported bills. LCO worked with ITS to develop software to track the status of favorably reported bills.

- * **Regulation Review** - In conjunction with its regulation review responsibilities, LCO staff participated in a working group of legislators, caucus staff and agency personnel that examined the regulation making process with respect to the Department of Social Services. Members of the bipartisan Legislative Regulation Review Committee requested that LCO offer recommendations that would enhance the regulation making process. The final written product of the working group is embodied in Public Act 04-166, which originated in the Government Administration and Elections Committee.
- * **Publications** - LCO indexed, edited, and published the Connecticut Public and Special Acts for the January, June and September 2003 special sessions and the regular 2003 session.
- * **Annotations** - Judicial decisions issued by Connecticut's Supreme and Appellate Courts through November 1, 2003 were analyzed for each court's discussion of constitutional and statutory provisions. Annotations concerning the respective courts' construction or interpretation of such provisions were prepared by LCO for publication in the upcoming 2005 *Connecticut General Statutes*.
- * **Executive and Legislative Nominations Procedure Manual** - LCO completed a manual with a detailed description of the process required for executive and legislative nominations requiring action of either or both houses. We will be posting this manual on its website in the coming year.

FUTURE PLANS

- * **Continuing Education Workshops** - In a continuing effort to maintain a high level of drafting skills, members of LCO will develop and participate in a workshop on special issues in drafting, make presentations on various statutory construction topics, and take part in an in-house informational session on topics such as criminal penalties.
- * **Auto Engrossing** - With the assistance of ITS, LCO will begin to explore software applications to assist with the engrossing process. This will be a multi-year project to carefully consider the value of such applications, which only a handful of states now use.
- * **Intra-Office Projects to Use Technology to Facilitate Bill and Amendment Drafting** - Internal work groups are continuing with specific projects to develop or implement innovative ways to use information

technology to allow more time for critical thinking and quality assurance in document preparation.

2003-2004 FACTS AND FIGURES

Proposed bills filed with clerks	339 (98% of those drafted)
Fully drafted bills	1,904 (includes raised, committee, Governor's, emergency-certified, and proposed substitute bills)
Total pages of text for fully drafted bills	13,367

Committee favorable reports	1,287
File copies	714, including reprints
Amendments drafted	2,614
Total pages of text for amendments	10,392
Amendments called on the floor	401 (15% of those drafted)
Amendments drafted in the last three days of the regular session	565 (22% of total)
Public Acts	258
Special Acts	9
Recommendations on regulations proposed by the executive branch.	112



PROGRAM REVIEW AND INVESTIGATIONS

Director: Carrie Vibert

Mission statement: To assist the Program Review and Investigations Committee in reviewing state government agencies, programs, and administration to determine if the programs are effective; continue to serve their intended purposes; are conducted in an efficient and effective manner; or require modification, restructuring or elimination.

The Legislative Program Review and Investigations Committee (PRI) assists the General Assembly in its oversight function, an integral component of legislative authority. Twelve legislators equally representing both parties, direct professional non-partisan staff to carry out its work. A typical review of a state program spans a several-month period due to the depth of the research and analysis. Committee staff also assist other members of the legislature and other legislative staff offices.



PRI produces its own annual report with a detailed review of the committee's activities each calendar year. This report may be viewed on the committee's website or obtained by calling the staff offices at 240-0300.

HIGHLIGHTS

- * During FY 2004, the committee through its staff completed seven program reviews/evaluations, assisted in providing information to further the legislation resulting from those studies, and began six new ones (see table below for list of studies).

- * **Committee Documents:** For those seven completed reviews, committee staff prepared and presented background briefing reports on each area, held public hearings, and proposed findings and recommendations for the committee to consider. Final reports from each study are available. A particular effort was made this year to make as many PRI reports as possible available on the legislature's website the same day staff presented them to the committee
- * **Study Recommendations:** Several committee legislative recommendations were enacted from the studies on pharmacy benefits and regulations, medical malpractice insurance, stream flow, and correction officer staffing. (The 2004 session also passed committee recommendations from its 2000 study on prison overcrowding).
- * **Evaluation Research:** Committee staff: interviewed agency personnel at various levels and affected members of the public; visited sites where pertinent activities occur; reviewed many state and federal laws and regulations; conducted extensive literature reviews; reviewed confidential files maintained by agencies; analyzed quantitative program data (collecting it first if necessary); and surveyed state employees.

PRI will be welcoming staff replacements, and will continue to look at ways to make its work as useful as possible to the committee and the legislature at large.

Program Review Studies Completed in 2003	Program Review Studies Currently Underway in 2004
Bail Services in Connecticut	Diversionary and Alternative Sanctions
Consolidation of Agencies Serving Persons with Disabilities	Liquor Permits
Connecticut Budget Process	Medicaid Eligibility Determination Process
Correction Officer Staffing	Mixing Populations in State Elderly Housing Projects
Medical Malpractice Insurance Costs	Pharmacy Regulation (Part 2)
Pharmacy Benefits and Regulation (Part 1)	Preparedness for Public Health Emergencies
Stream Flow	

INFORMATION TECHNOLOGY SERVICES (ITS)

Director: Ronald A. Bianca

Mission statement: to provide the General Assembly with high-quality, cost-effective information systems and technology services to support all aspects of the legislative process.

ITS keeps the computers humming and the Word documents flowing. They guard against worms, viruses, spam and other Bad Things that cause computers to crash and valuable information to be lost. They know when it's time to replace a computer, when a re-boot would suffice, and how to patiently talk legislators and staff through malfunctions and glitches. They make it possible for the rest of us to do our work more efficiently and effectively.

Responsibilities of ITS' 25 staff members include manning the Help Desk, staffing the PC/LAN and Applications Development groups, managing IT training and facilitating the IT architecture.

HIGHLIGHTS

- * Upgraded the text search system to a new product, dtSearch, improving the accuracy of search results, significantly expanding the number of databases in a single database menu, and improving syntax and performance.
- * Provided for higher-speed access to the CGALITES network from remote locations through a Virtual Private Network (VPN) and DSL connections.
- * Fully integrated our PeopleSoft Financial system and PeopleSoft Human resources system with the Executive Branch's implementation of PeopleSoft in their CoreCT project.
- * Infrastructure - Completed the network upgrade and redundancy functions in the Capitol building and floors two and five in the LOB.
- * Business Continuity - The Phase 1 "proof-of -concept" was successfully completed. A modified production backup server room was configured in the LOB and a simulated system failure was successfully tested.
- * Upgraded color printers.

FUTURE PROJECTS

- * Infrastructure - Continue the network infrastructure and fail-safe function upgrade in the LOB.
- * Business Continuity - Expand computing redundancy to provide fail-over backup for more applications and systems functions in the event of an environmental or service disruption.
- * Server Consolidation - Enhance the computer server infrastructure by reducing the large number of servers and replacing them with fewer, larger-capacity, higher-speed units that will facilitate business continuity recovery, enhance reliability and improve operational manageability.
- * Prepare for the upgrade to Microsoft Office 2003, which will be part of the next major desktop/laptop PC rollout which is scheduled for the second half of 2005.
- * Upgrade and replace black-and-white laser jet printers.

ITS FACTS AND FIGURES

Internet activity (daily averages)

Visitors	10,930
Pages Viewed	65,044
Visitor Session Length	8:52 minutes

Help Desk

Total number of calls	8,243
Calls during session	2,938
Calls closed on first contact	82%
Call closed within 24 hours	94%

Training

On-site classes	58
Attendees on-site	387
Off-site classes	53
Attendees off-site	82
Other training	100 sessions, 114 attendees
On-site CoreCT training	53 days
CoreCT attendees trained on-site	954



WEB STATISTICS FOR OTHER OFFICES

LCO Internet daily averages

Visitors	299
Pages viewed	346
Visitors session length	3:07 minutes

OFA Internet daily averages

Visitors	123
Pages viewed	170
Visitors session length	3:48 minutes

OLR Internet daily averages:

Visitors	421
Pages viewed	918
Visitors session length	5:01 minutes

OFFICE OF LEGISLATIVE MANAGEMENT (OLM)

Executive Director: D'Ann Mazzocca

Mission statement: to provide administrative, financial, compensation and human resources services to the General Assembly and oversee the management and maintenance of all buildings and grounds under its supervision and control for the benefit of legislators, their staff and the public.

OLM is the unheralded backbone of the nonpartisan staff. They handle everything from ordering paperclips and ergonomic office supplies, to monitoring sick and vacation time. They prepare and keep track of the legislature's budget and ensure we get paid on time. They encourage staff to advance their careers through career training programs, reserve rooms for meetings and press conferences, oversee the upkeep and maintenance of our buildings and grounds, conduct blood and charity drives, and handle tuition reimbursement.

HIGHLIGHTS

Improved Financial Management

The Financial Administrative staff implemented a new version of PeopleSoft financial software and modified many business practices to incorporate the state's new CORE-CT financial system. The result has been a financial system that provides more accurate and timely information for management decisions. The new software permits on-line requisitioning, receiving, and invoice approval, which was piloted in certain offices this past year. We anticipate that these services will be available agency-wide during the next fiscal year.

Significant Cost Savings

Several cost saving contracts have been recently negotiated, including elevator maintenance, security system maintenance, copy center and caucus copier replacement, and purchase (as opposed to leasing) of 33 color printers. The savings from these contracts totaled \$865,000 over the life of the agreements.

Legislator Mileage on the Web

As of September 2003, legislators have had the option of submitting their monthly mileage information in the traditional paper format or via the new on-line web version. Currently, about 20% of legislators have chosen the web version.

Timesheets in Advance

We've made a number of enhancements to our Electronic Timesheet system. Employees can now post timesheets 3 weeks in advance, access reports detailing use of their accrued time, and get details of their paychecks. We are also converting some temporary employees from paper to the Electronic Timesheet system.



Recruitment Manual

We prepared a recruitment manual for all non-partisan office directors that details procedures to be followed when recruiting staff. Topics include advertising, interviewing and applicant screening techniques, sample correspondence, and relevant laws governing employment.

The HR Communicator

In November 2003 we emailed the first edition of The HR Communicator, which is a newsletter designed to keep supervisors informed about HR-related subject matter. We will be publishing the newsletter every 3 months in hopes that we can continue to update supervisors on matters that have a direct impact on them and their staff.

PLANS FOR FY 2004-05

On-line Ordering and Payment for All Offices

During the next fiscal year we will expand the PeopleSoft on-line capabilities to all offices and we will make stationery ordering and travel expense reimbursement forms available on-line.

Revised Record Retention Procedures

This will allow us to dispose of old records and improve management of more recent documents.

Benefits on the Web

We are working on a plan that gives employees the ability to access certain benefit information through the Electronic Timesheet System to more easily find out specific information about their medical and dental plans and life insurance programs.

Revised Employee Recognition Program

The legislature currently participates in the statewide program that recognizes employees who have passed certain milestones in years of service. We are reviewing the types of awards given, whether to add additional milestones to the program, and how best to present the awards.

Roundtable Discussions

We will be implementing a roundtable discussion program in which supervisors will meet with the human resources staff to enhance their knowledge of important human resource issues and to increase communication between the supervisors and human resources staff.

Succession Management

This year we will be offering succession management training programs that will focus on developing, promoting, and selecting management talent from within the General Assembly staff to ensure future leadership excellence and continuity. We will also offer training to help current supervisors better understand their role in the program.

Facilities Upgrade

During the 2004 interim, we plan to repair the parking garage; replace the individual fire alarm systems in the Capitol, LOB and LOG with a new fire detection and alarm system; and repair the terrace between the LOB and the Capitol. In the LOB, we will complete the upgrade of the temperature control/energy management system and begin replacing carpets and upgrading restrooms. In the Capitol, we will continue the upgrade of the electrical distribution system.

FACTS & FIGURES

Permanent Employees	394 (182 partisan; 212 non-partisan)
Sessional Employees	160 (47 during interim)
Legislators	187
Paychecks Issued	14,661
Workers' Compensation Claims	9

Employees Taking In-Service Training Classes through the Department of Administrative Services and the Community colleges	42
Participants in Training Classes Through the Legislature's Training & Staff Development Program	734
Classes Offered Through the Legislature's Training & Staff Development Program	69
Training Development Certificates awarded	24
Permanent Employees Hired	25
Permanent Employees Who Terminated	29
Employees & Legislators Switching/Adding Medical Insurance Plans During Open Enrollment	48
Employees Participating in the Tuition Reimbursement Program	18
Employees Participating in the Mandated Diversity Awareness Program	18
Percentage of Permanent Employees Participating in the Direct Deposit of Paychecks Program	90%
Percentage of Legislators Participating in the Direct Deposit of Paychecks Program	56%

Employees Participating in Workplace Violence Prevention Program	12
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Work requests processed	6,757
Application requests for building use processed	433
Concourse displays	45
Stationery orders processed	268
Approximate number of telephone calls per week	500-600
US and CT Flags sold	246
Citation frames sold	1,481
CT State Flag and CT State Seal pins sold	213
Public hearing transcripts processed	152
Bills referred to JCLM	48
Bills reported favorably by JCLM	30

Facilities work requests complete within one day	68%
Rooms repainted	135
Staff area reconfiguration	30

Visitors taking League of Women Voters Capitol Tours	30,000
Visitors using self-guided brochures	7,000
Guided tours provided	1,600
Connecticut towns represented	146
Other States represented	46
Number of foreign countries represented	59

STATE CAPITOL POLICE

Chief William Morgan

Mission statement: To support the General Assembly by creating a safe and secure environment in which to conduct the legislative process. It carries out this role in a manner that respects the rights and dignity of all people.

Possibly the most visible of the offices, Capitol Police know how to deal, quietly and efficiently, with everything from terrorism to lost and scared third-graders, from noisy parades and protests to medical emergencies and keys locked in a car.

SELECTED STATISTICS FROM THE 2003-04 CALENDAR YEAR

Total number of incidents reported on computer aided dispatch	1,490
Number of incidents broken down by shift	first shift, 776; second shift, 400; third shift, 309.
Number of officers assigned per shift	first shift 9, second and third shifts 5 each.
Larcenies Reported	Four. Items stolen included license plates, a laptop computer, a wallet and two radios.
Demonstrations and Rallies	42. Demonstrations included anti-war protests, gay marriage demonstrations and rallies on budget issues. The largest rally of more than 90,000 people celebrated the UConn women's and men's basketball team's national championship.
Motorists assisted	106, not including 46 cases in which a vehicle operator was locked out of his or her car.
Arrests	22, four of which were for criminal activity and 18 for motor vehicle violations.
Suspicious packages	15 complaints were received, one of which required the assistance of the State Police Emergency Services Unit.
Incidents involving juveniles	11, including an incident in which two children were left unattended.
Medical calls	36, 16 of which required an ambulance. One involved the collapse of a runner in Bushnell Park.
Hazardous condition calls	74, including 10 calls for people trapped in the elevators.
Fire alarms	20, seven of which were planned fire drills. The remainder were false alarms or smoke detectors being accidentally activated.

Threatening/harassment complaints	10. One by letter, two by e-mail and six answered phone calls.
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Officers used force in eight incidents on eight individuals. Handcuffs were used seven times, two of which were in connection with drug arrests. The chief and the shift supervisor review each incident where force is used. They found the use of force in each incident complied with policy and procedure.

SPECIAL EVENTS

The department stepped up staffing on the weekends because of the growing number of special events. Some of them that occurred in 2003-4:

- * State Employee Rally
- * MATCH Youth Rally Against Smoking
- * Pro-Family Rally
- * Pro-Life Demonstrations
- * Anti-War Protests
- * Susan B. Komen Race for the Cure
- * Hartford Concorso Ferrari Show
- * Polish Day at the Capitol
- * St. Patrick's Day Parade
- * Easter Egg Hunt
- * UConn Victory Celebration

TRAINING

This year's training included a Fire Arms Training Simulator that was also offered to legislators and staff. Several officers received specialized training in Terrorism, Dignitary Protection, and Advance Fire Arms Instructor Training. An officer traveled to Alabama to train with the U.S. Office of Homeland Security and become an instructor in the proper use of protective equipment in a biohazard situation.

COMMUNITY INVOLVEMENT

Informal meetings are held throughout the year with legislators, staff and lobbyists to evaluate community needs. Meetings were also held to develop guidelines for media coverage of special events. Chief Morgan worked with the Emmanuel Lutheran Church on security concerns because of incidents involving staff vehicles and youth in the church and day care center's parking lots. The Capitol Child Development Center was provided with a notification system, and patrol checks were increased to better serve the center.

BIKE PATROL CONTINUES TO PROVE ITS WORTH

The four officer unit helped with the UConn parade and Ferrari Concorso and has been a great resource for other events. The bike officers were the primary responders to 62 incidents, including motor vehicle stops. They provided backup to Hartford Police 15 times, including the capture of a robbery suspect near the garage.



SECURITY SYSTEM IDENTIFICATION/ACCESS BADGES

The State Capitol Police issued a total of 421 badges during the period from July 1, 2003 to June 30, 2004, including 165 to interns working in the building and 83 replacement badges for those that were lost or stolen.

MEMO TO READERS

Please let us hear from you. Does this report give you the information you need on the operations of the eight nonpartisan legislative offices? Is something missing?

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